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Features Of Manipulative Behavior In Operational Officers' Professional Activity

Bibinur Zhumagaliyeva^{a *}, Elena Barabanova^b^a Caspian State university of technologies and engineering named after S. Yesenov, 32 micro district, Aktau city 130000, the Republic of Kazakhstan^b East Kazakhstan state university after S. Amanzholov, 30th Guards Division 34, Ust-Kamenogorsk city 070000, the Republic of Kazakhstan

Abstract

The problem of manipulating people through various means, methods, technologies of information and psychological warfare, which has become a mass phenomenon in everyday life, economic competitiveness and political struggle, and represents a major threat information and psychological security of the individual in modern conditions of society is considered complexly in modern society. The essence of human manipulation stands out as the hidden psychological coercion of the individual. Compulsion of a person as a specific mode of control is used at all levels of social interaction - from interpersonal communication to mass communication and is inherent in different cultures and historical conditions.

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1. Introduction

Consciousness manipulation is one of the ways of domination and suppression of the people's will by exposing them through programming their behavior. This influence is directed to mental structure of man, is hidden and aims to change opinions, motives and goals of people in the right direction to a group of people. In this case, the purpose of manipulation – is to induce another person to commit certain actions, change the values, ideas and opinions hiding their true intentions, while keeping it the illusion of independence, autonomy of decisions or actions. In other words, it means to encourage people to what he wants to do, turn away from which he is

*Corresponding Author: Bibinur Zhumagaliyeva. Tel.: +7-705-764-0133
E-mail address: bibinurz@mail.ru

committed, but to create his belief that he is acting according to his own volition.

There is a contradiction in “manipulation” definition, which is generally accepted as a negative thing on one hand, but its possible positive role is mentioned in works of the manipulation (R. Gudina, J. Rudinova, E. Shostroma, E.L. Docenko) on the other one. Manipulation can be done in the interests of the manipulated personality. Consideration of manipulation as a special case and a kind of hidden control removes this contradiction: if the actions of the initiator are made in the interests of the recipient, then it is socially approved, but if they are selfish - it's manipulation, condemned in the public consciousness.

Relevance of studying the characteristics of manipulative behavior in the professional activity of operational officers, prompted by the fact that the operational-search activity requires the ability to identify conflict situations, to predict the possibility of their occurrence, to control the behavior of the opposing side, which is an essential and necessary competencies for the criminal investigation. It is a very difficult task to make the right decision, taking into account the wide range of possible actions of the offender (from subjection to aggressive behavior); lack of sufficient and reliable information on the offender's identity, often aggravated with his announcement of misinformation; and lack of time to solve conflicts. Behavior of criminal investigation department employee in the conflict situation is largely limited with the claims of professional activities and orders of normative acts. It means that an employee of the criminal investigation department is to act within the frameworks of the peculiar algorithms' behavior, the content of which, to a large extent, depends on the circumstances of a particular situation and the subjective perception of the conflict participants. It should be noted that the operational actions of law enforcement officials in their professional work deserves careful study.

2. Purpose of study

The purpose aims to examine and describe the features of manipulative behavior in professional activity of operational officers (respondents), which is to identify the main methods and manipulative behavior technology used in the operational-search activity.

3. Methods

The methodological basis of the study was the works of the following psychologists, philosophers and political scientists: S.G. Kara-Murza, G.V. Grachev, I.K. Miller, E.L. Dotsenko, V.V. Znakov, R. Cialdini, M. Weber, K. Heyls, G.A. Bal, M.S. Burgin, G. Schiller, A. Wihman, N.M. Podkorytov.

Methodological basis has a set of methods, techniques and technologies, adapted to the objectives of the research:

1. V.V. Zankov's technique "Machiavellianism Questionnaire" - Mac-IV scales;
2. A created author version of the method of "unfinished sentences", including specific techniques of manipulative actions;
3. Specially designed questionnaire to learn manipulative behavior of professional operational officers.

4. Findings and results

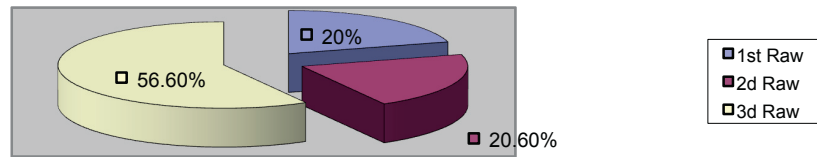
In psychology human tendency to manipulative behavior is called Machiavellianism. Machiavellianism is a psychological syndrome, based on a combination of interrelated cognitive, motivational and behavioral characteristics. Machiavellianism is regarded as a personal trait and as a set of behavioral strategies.

The study was conducted on the basis of State enterprise "Internal Affair Service of Ust-Kamenogorsk city Department of Internal Affairs of the Ministry of Internal Affairs of the Republic of Kazakhstan" to the number of 30 people.

Research methods are: V.V. Zankov's technology of "Machiavellianism Questionnaire" - Mac-IV scales; a created author version of the method of "unfinished sentences", including specific technologies of manipulative actions; specially designed questionnaire to learn manipulative behavior of professional operational officers.

A study by the method of V.V. Zankov's technology of "Machiavellianism Questionnaire" - Mac-IV scales showed that 20% of operational staff has a high level of Machiavellianism, 26.6% of them have a mean one and 56.6% possess a low level of Machiavellianism in relation to the norms of our sample. Thus, the majority of respondents show a low level of Machiavellianism, which is reflected in behavior as shyness, politeness, lack of coarse expressions in speech, compassion, kindness, warmth. In addition, they are characterized with empathy, compassion, flexibility, understanding, feeling the joy of the process (creation). Need of help, trust, recognition from others, the desire for close cooperation, friendly attitude towards the others as well as truthfulness, trustful, sincere,

good faith are also not alien to the respondents participated in the study.
Generalized statistics of the technology are shown in Figure 1.



1st Raw is a high Machiavellianism' level; 2d Raw – a mean Machiavellianism' level; 3d Raw – a low Machiavellianism' level.

Fig 1. Generalized statistics of V.V. Zankov's technology of "Machiavellianism Questionnaire" - Mac-IV scales, concerning the norms of the sample

According to the results of diagnosis using a variant of the "unfinished sentences", it can be noted that the respondents use such manipulative technologies in their professional activities as: appliances of "pattern break", the technology of "making the contact", the technology of "interpersonal space", the technology of "purposeful transformation of information" and the technology of "information design and information-providing force".

On manipulative technology of "pattern break" - is sequence of actions familiar and used up to the automatism. The change in this sequence enters a person to trance. If you interrupt any pattern and insert a clear command or program into the middle of it, a person will do whatever is asked by manipulator to get out of this extremely unpleasant situation. Changing the sequence of questioning 36.6% of respondents know, get and ferret out more information.

Pointing to the technology of "making the contact" respondents indicate that any interpersonal interaction involves communicators into the contact. Conceptually, it reflects the nature of the contact; its specification is a description of the types of communication: physical contact, emotional contact, symbolic forms of contact, object contact, personal level contact. To establish contact by law is very important for the respondents (36.6%).

A detailed technology of "interpersonal space" is expressed in terms of area, distance and extensions, where each of them reflects the different aspects of it, the management of which is an important part of the arsenal of psychological impact. Respondents said that in the operational-search activity they behavior towards the interviewee, according to the law, in accordance with the instruction (33.3%).

Technology of «purposeful transformation of information" is necessary to get more information about a happened criminal offense. It includes misrepresentation, concealment, manner of presentation, time of information (36.6%). This technology is used to form confidential relations.

Manipulative technology of "information-providing force" and "information design" - is shown as a realization (embodiment) of the variables of a higher-order organization of the interaction space, access to the target impact, the provision of psychological pressure, programming, etc.

The diagnostic results of the whole group are presented in Table 1.

Table 1 Generalized statistics of the expressed values of the embodiment of "Unfinished sentences" technique

Manipulative technologies	Values expressed by unfinished sentences	%
Stable transformation of information	go into confidence	36,6
	ask questions, talk	26,6
	professional vocabulary	26,6
Hiding impact	enter into a relationship of trust	30
Means of coercion	politely and correctly	23,3
Target impact, selection of effects target	enforcement of the suspect	20

Robotic	fairly, legally	26,6
Manipulator's preparatory efforts	find out, punch the information about him, present certain conditions on his knowledge of the tactics of interrogation (e.g. criminal record)	26,6
Contextual design	discreetly, quietly	23,3
Making contact	legally	36,6
Managing the variables interact	learn the details	26,6
Interpersonal space	by the law, according to the instructions	33,3
Initiative	when the interviewee is telling the truth	23,3
Dynamics, the technology of "chatter" and Milton's triple helix	behave according to the law, as written in the statue	33,3
	by law, as required by law	30
Information-force provision and information design	opposite	36,6
"Polar reaction", opposition	go into confidence to get the interviewee's confidence	16,6
Speech technologies	tell the truth	20
	speak with confident and calm voice	20
Pattern gap	know, get, find out more information	36,6
"Assumptions"	establish all the details, check the alibi	26,6
The right to choose, the choice of no choice	talk about the case, talk to him	26,6

According to analyzes the respondents' answers to the used a version of "unfinished sentences" it can be identified that respondents traced the desire to build trust when interacting with suspects, witnesses and victims, but more often they use the grasping manipulative technologies in their work. We also note that respondents use manipulative verbal technologies more likely than nonverbal ones, this is due to the fact that communicative aspect of communication should be used in the course of interrogation, interviews, reference checks, negotiating, establishing contact, i.e. operatively-search activity.

In questioning respondents behave strictly, distantly; show a little pressure, try to be calm, but in most cases they achieve the opposite; they note that the most important thing is control themselves; interrogate so that the person could repent; behave as if they know everything about the respondent. Knowing the "weak points" respondents use them at the right time for the good of the cause. Usually they put pressure on the person. They let the interviewee know they know his "weaknesses", begin to examine relatively "weak points" of the questioned person. At the interrogation respondents - use a professional lexicon (legal terms) in their speech; free from form vocabulary. Respondents start a conversation making a suspect waiting, warn the respondent of criminal liability for false testimony; learn, punch the information about a person, create certain conditions on the knowledge of the tactics of interrogation (criminal record, for example). Operatives control their behavior during the interrogation, but visually they behave so as to make the suspect being angry and to split.

Owning the information with regard to case, the respondents analyze and catch interviewee in it; use it in their interests, aims, actions; try to get to the last detail. Respondents prefer to sit in front of the questioned person at the interrogation, pointing that this is a direct psychological pressure on people. When negotiating - the respondents are trying to speak first, take the initiative; they speak to catch suspect in words; remind him about little time. During the interrogation, the respondents attributed the manipulative actions are needed to be heard, as if they had evidence, and they knew everything, as necessary, to a little pressure on the questioned person. Respondents believe if you change the sequence of questioning it will be possible to put pressure on the person. In order to attract the attention of the suspect special questions (re-examination) are asked; let the questioned person know what he is in fact; begin to walk around the office talking about responsibility; plead to him saying that he is an important one to solve the case; start talking quieter. At the final stage, a specially made questionnaire was used to study the specific features of the choice of manipulative behavior in the profession of the respondents.

By diagnostics' results we may say that to obtain more complete information from the words of the interviewee, the respondents conduct a conversation as to inspire confidence. This manipulation is mostly registered. When making inquiries in respect of the person who has or could have information respondents find the approach to each individual personality. Allocating an important part in the survey or making inquiries Respondents use such

way of manipulative behavior as the promise of "non-disclosure of the information to the third parties."

In implementation to the criminal environment manipulative behavior appears - "push in the confidence". They show patience during the operational procurement, i.e. in an imaginary situation of the imaginary transaction. In criminal search, the aim at establishing locations of a person - the respondents begin to focus on the interests of the concerned person. The respondents think through the conversation plan in advance when they make inquiries to find out more information on the case. In their actions the respondents consider the spoken language of the suspect.

In the operational-search activity it is important to be able to orient quickly in situation. With the respect to the interrogate face respondents behave in a way not to allow them in, keep them at a distance. During interrogations, the respondents prefer to seat closer. To make the suspect telling the truth, the respondents begin to talk about any possible moments of the crime, tell the story of a situation where a person begins to give false testimony in the case. In a conversation with interrogate respondents begin to support him and cheer. When the respondents are in the office during the interrogation they usually sit down on a chair in front of the questioned person. Respondents ask the questions clearly to obtain reliable information from the witness. During interrogation, the respondents often say - "do not worry, answer clearly my questions". To obtain reliable information about a particular person, the respondents say it would be better if you help the inquest. Respondents start to examine exactly as they have been taught. To find out whether this person is in a crime scene, the respondents mention the time in examination, i.e. where the suspect was at the time of crime. When operatives come to the call, they start to talk about the responsibility of respondents. In order to make the questioned person listening carefully, the operatives talk with high voice, usually with discontent.

Based on the foregoing, we note the respondents use equally both trust and grasping manipulative technologies. Respondents mostly use verbal (use of speech) manipulative technologies. In the arsenal of the manipulator there are many types and technologies of manipulation, which differ both in form and type of human exposure, the degree of semantic processing in the direction of manipulative flows and the impact nature. Operational officer of a criminal investigation is one of the main protagonists of such form of criminal investigation as the inquiry. It is a complex and dynamic process, which includes a whole system of different search activities carried out mainly by special means and methods of proceeding in extreme conditions and stress. There are principles necessary for operatives to establish psychological contact. They are kindness and tact; comfort zone; interest in dialogue; mental tension; initiative; critical behavior.

5. Conclusions

The results showed that manipulative behavior – is the particular behavior, aimed at interacting with other people, which occurs when there is a need to achieve the desired thing applying the techniques of manipulation. Human tendency to manipulate others in interpersonal relationships is called Machiavellianism.

Solving crimes activity of the criminal investigation employees is possible to determine as a complex and dynamic process, which includes a system of different search activities carried out mainly by special means and methods of proceeding under extreme and stressfully. There are two main ways to obtain the necessary information. The first way is the motivation of the subject to involuntary statements of the facts of interest to the employees. The second one is prompting of the interested person to involuntary physical and expressive activities, containing relevant information. Psychological technologies and dedicated manipulative technologies of obtaining the information of interest based on the general laws of unconscious mental phenomena that appear to manifest themselves in the form of unintentional data and voice reproduction of expressive and physical actions of the subject. The diagnostic phase revealed that most of the 56.6% of respondents show a low level of Machiavellianism, i.e. low level of commitment to the manipulation (Mac-IV scales). Respondents more often use the dominance techniques of exposure in professional activity, and thus the desire to establish a trust relationship is traced ("unfinished sentences"). In their professional lives respondents use such manipulative techniques as technology of "break pattern", the technique of "reaching out", the technique of "interpersonal space", the technique of "stable transformation of the media" and the technique of "information processing and information-providing force". Respondents use equally as the dominance techniques impact as establishing trust in interaction with victims, witnesses and suspects (questionnaire). Respondents use verbal (use of speech) manipulative techniques more often than non-verbal) manipulative techniques (use of speech and other methods).

Acknowledgements

The practical significance of the work lies in the results and ways formed to develop practical recommendations on

their basis for the proper use of psychologically manipulative behavior of the respondents in their professional activities.

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